

CONTRACT NO. FB-00049
PROFESSIONAL INTERPRETING & TRANSLATION SERVICES
ROADMAP

Contract Overview:

This contract established for the purchase of professional interpreting and translation services. Depending on the Group, the Awarded bidder shall:

- Furnish all labor, equipment and supervision necessary to supply professional interpreting services, orally by telephone for the Miami-Dade County Police Department 911 Center
- Provide translation and interpreting services for various Miami- Dade Departments. All services shall be performed on an as-needed when-needed basis either orally or written.

Method of Award:

Award of this contract will be made to the two (2) lowest priced, responsive, responsible vendors on a group-by-group basis.

Contract Term:

Five (5) year contract covering period from 11/01/2014 to 10/31/2019

COMMODITY CODE:

961-75

PROCUREMENT AGENT INFORMATION

Contracting Agent:

Fred Taylor

Phone:

(305) 375-1078

Fax:

(305) 375-1083

Email:

taylorf@miamidade.gov

EVENT LOG

<u>ADD NO.</u> ↓	<u>Date issued</u> ↓	<u>Event</u> ↓	<u>AGENT</u> ↓
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PART #1: GROUP DETAILS

GROUP A – Oral Interpretation Services for the Miami-Dade Police Department 911 Center on a 24-hour, 7 days per week basis.
(Per minute)

GROUP B – Oral Interpreting Services on an hourly basis. (Per hour)

GROUP C – Translation of Written Documents Services on a per word basis. (Per word)

GROUP D – Emergency Services for Group B (Per hour) & Emergency Services for Group C (Per word)

PART #2: AWARDED VENDORS

Vendor	FEIN / Suffix	Contact Name	Phone Number	E-mail Address	Groups							
					PRIMARY				SECONDARY			
					A	B	C	D	A	B	C	D
Voiance Language Services, LLC	371571267 01	Todd Torman	(866) 742-9080	ttorman@voiance.com	X							
Avaza Language Services Corporation	273513953 01	Jenny Kim	(800) 482-8292	j.kim@avaza.co					X			
AllWorld Language Consultants, Inc.	541725423 02	Carlos Scandiffio	(301) 385-6518	scandiffio@alcinc.com		X						
Corporate Translation Services, Inc.	911506430 01	Maureen Tam	(800) 208-2620	JACKIE.ANGEL@CTSLANG UAGELINK.COM						X		
All Global Solutions International, Inc.	043731850 01	Alexandre Monot	(800) 896-7030	alexm@allgsi.com			X					
AllWorld Language Consultants, Inc.	541725423 02	Carlos Scandiffio	(301) 385-6518	scandiffio@alcinc.com							X	
AllWorld Language Consultants, Inc.	541725423 02	Carlos Scandiffio	(301) 385-6518	scandiffio@alcinc.com				X				

PART #3: SPECIFICATION

Group A - Oral Interpretation Services for the Miami-Dade Police Department 911 Center

Vendor assists the Miami-Dade Police Department 911 Center in the handling of interpreting emergency calls. Interpreting services are to be provided on a 24-hour, 7 days per week basis and must be able to provide interpreting services to the 911 call center with a maximum response time of 10 seconds; this language is mandated through the Florida Emergency Number Plan. Vendor has the capability of providing enough interpreters and is readily available at all times. The interpreters are on the line with the 911 Center, the call is free of background noise, and must not put incoming calls on hold.

Group B - Oral Interpreting Services and Group C - Translation of Written Documents Services

The County will give a minimum lead time of two (2) calendar days to the vendor prior to the desired starting date for any specific assignment; provided however, that such notification shall be superseded by any emergency work that may be required. When possible, longer lead times will be given.

LANGUAGE DEFINITIONS:

A. ROMANCE LANGUAGES

French, Haitian Creole, Spanish, Italian, Romanian and Portuguese.

B. OTHER EUROPEAN

German, Greek, Dutch, Yugoslavian, Russian, Polish, Czech, Flemish, Swedish, Norwegian, Bulgarian, Danish and Finnish.

C. ORIENTAL AND ARABIC

Japanese, Chinese (all dialects/regional varieties), Korean, Hindi, Malay, Burmese, Filipino, Thai, Persian, Turkish, Hebrew and Swahili.

Note: Each translation should be notarized and accompanied by an affidavits attesting to its accuracy and a copy of their certification from the certified translator

Group D - Emergency Services for Group B & Emergency Services for Group C

Vendor provides emergency services to include weekends and holidays for Group B and C. The turnaround time for Group B is ninety (90) minutes and the turn-around time for Group C is twenty-four (24) hours.

PART #4: PRICING

		PRIMARY	SECONDARY
VENDOR		Voiance Language Service, LLC	Avaza Language Services Corp.
CONTACT		Todd Torman	Jenny Kim
PHONE		(866) 742-9080	800) 482-8292
EMAIL		ttorman@voiance.com	j.kim@avaza.co
FEIN #		371571267 01	273513953 01
GROUP A - ORAL INTERPRETING SERVICES MIAMI DADE POLICE 911 CENTER (PER MINUTE)			
1.A	Peak Time - Romance, Other European, and Oriental and Arabic 6:00 am to 6:00 pm	\$0.68	\$0.64
2.A	Non Peak Time - Romance, Other European, and Oriental and Arabic 6:00 am to 6:00 pm	\$0.68	\$0.75
VENDOR		AllWorld Language Consultants, Inc.	Corporate Translation Services, Inc.
CONTACT		Carlos Scandiffio	Maureen Tam
PHONE		(301) 385-6518	(800) 208-2620
EMAIL		scandiffio@alcinc.com	JACKIE.ANGEL@CTSLAN.GUAGELINK.COM
FEIN #		541725423 02	911506430 01
GROUP B - ORAL INTERPRETING SERVICES (PER HOUR)			
1.B	Romance Languages	\$62.50	\$75.00
2.B	Other European	\$64.50	\$85.00
3.B	Oriental and Arabic	\$69.50	\$95.00
VENDOR		All Global Solutions International	AllWorld Language Consultants, Inc.
CONTACT		Alexandre Monot	Carlos Scandiffio
PHONE		(800) 896-7030	(301) 385-6518
EMAIL		alexm@allgsi.com	scandiffio@alcinc.com
FEIN #		043731850 01	541725423 02
GROUP C - TRANSLATING OF WRITTEN DOCUMENTS SERVICES (PER WORD)			
1.C	Romance Languages	\$0.10	\$0.14
2.C	Other European	\$0.11	\$0.19
3.C	Oriental and Arabic	\$0.12	\$0.19
VENDOR		AllWorld Language Consultants, Inc.	
CONTACT		Carlos Scandiffio	
PHONE		(301) 385-6518	
EMAIL		scandiffio@alcinc.com	
FEIN #		541725423 02	
GROUP D - EMERGENCY SERVICES			
1.D	GROUP B - ORAL INTERPRETING (PER HOUR)	\$65.00	
2.D	GROUP C - ORAL TRANSLATION (PER WORD)	\$0.20	